

I would like to recommend against deregulation of broadband service because the smaller companies like sonic.net have superior service and customer support over the "big" providers. Being the computer guru in my family, I deal with small service providers like sonic.net and dslextreme and large service providers like SBC. My experiences have definitely shown me that the smaller companies are more likely to resolve issues and do it in a short amount of time where the large companies do not know hire customer support people that are even knowlegable of the service they are troubleshooting.

The services provided by the smaller companies are superior also. For example, the cost of a static IP address and slower data rate was much more expensive than that of sonic.net. Fortunately, I was able to find sonic.net that could supply service to my newly purchased house when the other companies could not. It was the partnership between sonic.net and SBC that allowed me to find the superior service at a reasonable cost.

Please do not deregulate broadband service and force the smaller companies like sonic.net out of business.